Appendix C:
Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis

Early in the strategic planning process, senior staff identified key strengths, weaknesses, opportunities and threats facing DTI. These were used as a cornerstone in the planning.

Consensus Top Strengths

- competent employees with strong technical and business skills

- world class vision – building models of excellence

- strong relationship with key stakeholders, including the Budget Office, the Controller General, Governor's Office and Legislature

Consensus Top Weaknesses

- fundamental process and staffing issues need to be strengthened, such as quality assurance and problem management

- still in early stage development in architecture, standards, business and technology strategy, project prioritization...customers need it NOW and do not fully understand our process

- poor internal and external customer communication

Consensus Top Opportunities

- key state decision makers are looking to DTI for leadership – opportunities for consolidation and leveraging solutions across statewide enterprise

- establish processes and procedures with metrics and build a tool set to enable our customer base to utilize DTI teams

- leverage the IRM council for buy-in and support with customer communication

Consensus Threats

- customer skepticism including the conclusion (real or perceived) that nothing has changed from our predecessor organization, the Office of Information Services (OIS)

- skepticism of DTI staff

- limited time and resources to invest in work with greater return on investment because of staff attention required for daily operation of DTI-managed systems